

**Message: RE: CM and Contract Question**

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**✉ RE: CM and Contract Question**

**From** Kraft, Emily **Date** Wednesday, March 8, 2017 11:58 AM  
**To** 'Megan Lengerman'  
**Cc**

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Hi Megan,

I'm not sure how you would know a client needs assistance if you haven't talked to them. However, if a client asks for rent assistance and utility assistance at one CM visit/phone call, I don't expect to see 2 CM visits/phone calls just because there are 2 financial assistance requests. I'm also sure that there are times that your CM speak to clients about their lives where the client expresses no financial assistance needs and you can still bill for those visits.

Under the old contract, we have allowed for travel time from the CM's primary work location to the client's home and back to be included for case management hours. My only concern about billing for travel time is that I know your CM typically go between client homes and aren't returning to a central office, and not all of your clients are A2A enrolled. Therefore, by paying for travel time from an A2A client's home, we may end up paying for travel to an ineligible NFN client's home. Additionally, travel to another client's home may be farther than the distance back to the central office, in which case, the state would be paying for more time. The simplest way to do this is to just not claim transportation time from an A2A client's home to a non A2A client's home. However, I know that means less claimable expenditures for you and may not be the easiest thing to keep track of on your end. If you are concerned about being unable to bill for "travel time from" when headed to non-A2A clients and have any alternative ideas about how to claim, I'd be open to hearing them.

I have no idea about the contract. As far as I'm aware, the RFP I sent you a while back is the contract. I have a call in to OA Purchasing to see what I can find out, and when I hear back I'll keep you posted.

Emily Kraft  
Alternatives to Abortion Program Manager  
Truman Building, Room 430  
Jefferson City, MO 65102  
Phone: (573) 522-0003

-----Original Message-----

From: Megan Lengerman [<mailto:megan.lengerman@nursesfornewborns.org>]  
Sent: Wednesday, March 08, 2017 11:24 AM  
To: Kraft, Emily  
Subject: CM and Contract Question

Hi Emily!

I had a couple questions for you:

1. For each assistance request, should there be an associated CM visit or phone call? When we bill for staff time, should we include only those visits or contacts that relate to a request? Can we bill visit, call contact, and travel time to and from?

2. Do you have an idea on when the contract will be coming in?

Thanks so much for your help as always!!

Megan

\*Sent From My iPhone\*

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